

Patient Leadership Rounding by Phone

During a pandemic, certain routines and practices may need to be adapted to meet all patients' needs. While modifications may exist, we must still strive for Patient and Family Centered Care and hearing our patients' voices. Leadership Rounding provides support during hospitalization and visitation restrictions. This resource provides information of how to maintain Leadership Rounding with modifications.

Below are sample questions that can be used during leadership rounding phone calls. After initial introduction select a few questions from the topics below. It is not necessary to ask about every topic or every question. Keep questions open ended and respond thoughtfully to the patients responses. Remember one of the purposes of leadership rounding is to ensure the comfort, safety and experience of our patients.

Guidelines:

- Census list will be printed daily. Leaders will follow the normal hospital assignment process
- The hospital should develop a process to notify leaders if patients should not be contacted
- Leader rounding outcomes/documentation should be completed per hospital process

Scripting Ideas

Introduction

Hello (patient name),

My name is _____, I am a leader here at (name of facility). For your safety, we need to limit the number of individuals coming into your room, but we realize the importance of communication, and want to be sure we are keeping you informed. Do you mind if I ask you a few questions about your stay?

Physician/Nurse Communication



We want to ensure that you know your plan of care. How are your physicians and nurses communicating with you?

Responsiveness

About how often is someone from your care team coming in to see you?

Education and address concerns about PPE

Please know that we are taking all the necessary measures and precautions to protect the safety of our patients and caregivers. One way we do this is that all caregivers wear masks and gloves.

Family Communication

We are taking temporary precautions to protect our patients, families, and staff by limiting access in the hospital. We appreciate your understanding. This does make it difficult to communicate changes with your family and friends. Can you tell me how you are communicating with your family and friends so they can keep updated on your care?

Emotional Support Needs

My priority is to ensure that we are doing everything possible to support your emotional needs. What is most difficult for you right now?

We care about you and want to make sure we are meeting your needs. How are we showing you that you matter to us?

Follow up questions:

If 'positive' response:

Can you share with me what we did to make you feel that way?

What is one specific thing staff have done to show how much you matter to us?

What's most important to you as a patient?

If 'negative' response:

Can you tell me what would have made you feel valued as a patient?

What is something we could have done to show that you matter to us?

Is there anything we could have done differently to prevent you from feeling that way?

What's most important to you as a patient?

Service Recovery

I'm so sorry that you had this experience. I cannot imagine how frustrating it must be for you and your family. We are here for you. What can I do for you right now?

Common FAQs

Will I have to stay in the hospital longer or shorter because of (pandemic name)?

We understand your anxiety. We will do everything we can to make sure that you are released to go home when it's best for you according to your Doctor.

With staff having to deal with (pandemic name) patients / family, will I (my loved one) get the care I need?

Your safety and quality of care has been and will continue to remain our number one priority.

Am I at more risk to get (pandemic name) by being in the hospital?

It's understandable why you might think that, but your caregivers take great precautions to stop the spread of any germs including those with (pandemic name). One example is, they use hand hygiene by gelling in and out every time they come into your room as you may have already noticed.

Does your hospital have enough PPE?

Our team has been working to ensure our staff have all the supplies needed to provide safe, high quality clinical care to our patients.